

Zut, alors!

Do you need another size – or did you just change your mind?
No problem – merci beaucoup for shopping with us!



HOW TO RETURN AN ITEM

1. Fill in the return form below and put it inside your return package
2. Re-package your un-used items carefully (with the labels on) to protect it during shipping
3. Send the package to:

L'Usine Bleue
Nytorosgatan 36
11640 Stockholm
Sverige/Sweden

4. Send an e-mail to returns@lusinebleue.com to let us know if you're returning or exchanging. Please add your tracking number.

RETURN POLICY IN SHORT

Complete information at
<https://lusinebleue.com/customer-service/returns/>

Return timeline – 14 days

We need to have received the returned package within 14 days from your delivery day.

We strongly recommend using a registered mail (rekommenderat brev) to make sure you can track your package all the way to us.

International returns

If a returned item is shipped internationally, mark it as "RETURNED GOODS" and indicate clearly your order information to avoid any customs charges. We are not responsible for any charges imposed on packages returned by customs).

Please note that all the shipping processes are under your responsibility and supervision until the return package is received by us.

Return responsibility

L'Usine Bleue is not responsible for return packages that are in transit, held in customs or for other reasons not delivered to us.

A tracking number helps us to avoid some of the carriers most flagrant errors – but you are still responsible for the return package until we receive it.

Exchange charge

For size exchanges we will need to charge you for the second delivery.

Refund shipping charge

In case of a refund, Shipping cost will be subtracted from your refund amount



RETURN FORM

Your name: _____

Your address: _____

Telephone no: _____

Mail address: _____

I want to return an item

I want to change to another size:

Name of returned item:

Order no: _____

Size: _____